

# ALL THINGS TEA

## *Reservation Policy*

At our establishment, we strive to provide excellent service to all our valued customers. To ensure that we can accommodate as many customers as possible, we have established the following policies:

1. **Reservation confirmation:** Your reservation is **not confirmed until you provide a valid credit card** for your reservation. We make this easy by allowing you to enter this information securely online. Once our system has validated your credit card information, we will send you a confirmation email to confirm your reservation.
2. **Maximum reservation time:** **Each reservation is limited to a maximum of 1.5 hours.** This is to ensure that we can accommodate as many customers as possible throughout the day.
3. **Large parties:** Due to the intimate nature of our tea services, we **require parties of 6 or more to call at least 72 hours in advance** in order to make a reservation.
4. **24-hour cancellation notice:** We **require a 24-hour cancellation notice** for all reservations. If you made a reservation online you can modify or cancel by clicking the link in the email at anytime 24 hours prior to your reservation. If you called to place your reservation over the phone, please call to modify or cancel your reservation 24 hours prior to your tea service. This will allow us to accommodate other customers and avoid waste.
5. **No-shows:** A lot of preparation goes into making sure that each tea service is as special as our customers. Because of this, we kindly request that you modify or cancel your reservation if any or all guests of your reserved party are unable to attend. In the event of a no-show without a cancellation more than 24 hours in advance, **the entire cost of your reserved tea service will be charged to the card on file.** If only part of your reservation is a no-show, you risk additional cost for the missing guests of your party.

We appreciate your cooperation in following these policies, as they help us to provide the best possible service to all of our customers.